



## 2-1-1 Texas Performance Measure Report for August, September & October 2014

### Call Volume

- August
  - Calls Offered: 7376
  - Calls Handled: 6945
- September
  - Calls Offered: 10765
  - Calls Handled: 9572
- October
  - Calls Offered: 8184
  - Calls Handled: 7764

### Internal/AIRS Standards

- Service Level Goal is 80% within 60 seconds
  - Aug – 86.62%
  - Sept – 68.84%
  - Oct - 82.25%

### Top 10 Presenting Needs

August		September		October	
Food Stamps/SNAP	3252	Food Stamps/SNAP	3427	Food Stamps/SNAP	3801
Medicaid Applications	2224	Medicaid Applications	2188	Medicaid Applications	2472
Rent Payment Assistance	365	Tuberculosis Control	1149	Rent Payment Assistance	428
Food Pantries	303	Tuberculosis Clinics	712	Electric Service Payment Assistance	385
Electric Service Payment Assistance	254	Rent Payment Assistance	409	Tuberculosis Control	289
Child Care Expense Assistance	147	Electric Service Payment Assistance	295	Food Pantries	255
CHIP Program	134	Food Pantries	262	Medicare Saving Program	181
Community Clinic	104	Medicaid Saving Program	176	CHIP Program	117
Water Service Payment Assistance	103	CHIP Program	135	Child Care Expense Assistance	112
Medicare Saving Programs	90	Child Care Expense Assistance	103	Housing Authorities	103

## Advisory Board's Request

August		September		October	
Holiday Gifts/Toys	0	Holiday Gifts/Toys	1	Holiday Gifts/Toys	29
Navigator Programs	11	Navigator Program	13	Navigator Programs	15
Health Insurance Marketplaces	0	Health Insurance Marketplaces	1	Health Insurance Marketplaces	0
Affordable Care Act Information/Counseling Personnel	3	Affordable Care Act Information/Counseling	4	Affordable Care Act Information/Counseling Personnel	13
Certificates/Forms Assistance	0	Certificates/Forms Assistance	0	Certificates/Forms Assistance	18
Medical Appointments Transportation	60	Medical Appointments Transportation	46	Medical Appointments Transportation	80
Evacuation Transportation	3	Evacuation Transportation	0	Evacuation Transportation	2
Indigent Transportation	5	Indigent Transportations	1	Indigent Transportation	7
Travel Issues	0	Travel Issues	2	Travel Issues	0
Gas Money	219	Gas Money	19	Gas Money	12
Mental Health Services	56	Mental Health Services	70	Mental Health Services	77

## Unmet Needs

August		September		October	
Rent Payment Assistance	72	Rent Payment Assistance	54	Rent Payment Assistance	48
Free School Supplies	9	Water Service Payment Assistance	4	Electric Payment Assistance	7
Medical Care Expense Assistance	6	Electric Services Payment Assistance	4	Prescription Expense Assistance	5
Fans	5	Child Care Expense Assistance	3	Bedding/Linen	5
Mortgage Payment Assistance	5	Directory Assistance	3	Medical Care Expense Assistance	4
Child Care Expense Assistance	3	Mortgage Payment Assistance	2	Community Clinic	3
General Dentistry	2	Telephone Services Payment Assistance	2	Medicaid Applications	2
Rental Deposit Assistance	2	Community Clinic	2	Community Clinic	2
Electric Payment Assistance	2	Gas Service Payment Assistance	2	Food Stamps/SNAP	2
Food Pantries	2	Cell Phones	1	General Dentistry	1

## Top 10 Veteran Needs Quarterly Report Aug –Oct

Rent Payment Assistance	39		
Food Pantries	28	Military Branch	
Electric Service Payment Assistance	25		
Tuberculosis Control	16	Air Force	35
Water Service Payment Assistance	12	Army	259
Veterans Benefit Assistance	11	Coast Guard	5
311 Services	9	Marine Corps	17
Medical Appointments Transportation	8	National Guard	5
Food Stamps/SNAP	7	Navy	36
Gas Service Payment Assistance	7	(blank)	10
		<b>Total Number of Calls</b>	<b>367</b>

## Top 10 Veterans Needs QR

